

Water and Sewer Bill Payment Options

The Division of Utilities and Solid Waste Management (DUSWM) offers many options to remit payment of your water and sewer bill. These are:

- In Person
- By Mail
- Credit Card Payment By Phone
- Credit Card Payment On-Line
- On-Line Payment Through Your Bank or Banking Service

In Person

DUSWM offers two convenient locations to make water and sewer bill payments in person from 8:00 am – 4:00 pm
Monday-Friday:

Division of Utilities & Solid Waste
Management (DUSWM) Building
4520 Metropolitan Court
Frederick, MD 21704

Frederick County Treasurer's Office
30 North Market Street
Frederick, MD 21701

After 4:00 pm on weekdays, weekends, or holidays, our "Payment Box" is available for after-hours payments at two locations. **DO NOT PUT CASH IN PAYMENT BOX.**

- DUSWM Building – address listed above. The payment box is located outside the DUSWM building on the left far side of "drive-up" window. Payments dropped off here will be posted to your account on the morning of the next business day.
- Winchester Hall Parking Lot, 12 East Church Street, Frederick, MD 21701. The silver payment box is located on the directional island in the middle of the Board of County Commissioners section of the parking lot. Payments dropped off here will be posted to your account within 2-3 days business days. **To avoid delays in payment posting or if payment must be posted on account immediately, do not use this drop box.**

By Mail

Our mailing address is:

Division of Utilities and Solid Waste Management <or> DUSWM
4520 Metropolitan Court
Frederick, MD 21704

Payments may be mailed to our lockbox located in Philadelphia, PA using the bill payment stub on the bottom of your bill in the envelope provided with your bill up to 45 days from the original bill date. **DO NOT MAIL CASH.**

Payment with secured funds (cashier's check or money order) is required on outstanding balances 45 days or longer from original bill date. Payment by personal check or on-line bank check will not be accepted by DUSWM, and will be returned to sender.

Credit Card Payments By Phone

Official Payments Corporation (OPC) provides DUSWM customers the option of paying their water and sewer bills with a credit card 24 hours a day, 7 days a week, by phone using OPC's automated payment service. OPC accepts American Express, Discover, Master Card and Visa.

On average, it takes only three to four minutes to complete the call. To remit payment with a credit card by phone, call OPC toll free at 1-888-2PAY-TAX (1-888-272-9829).

DUSWM does not charge for credit card payments, however, **OPC charges \$4.95 for each payment transaction.**

Information You Will Need:

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|--|---|
| Your Current DUSWM Bill | Credit Card Type & Number |
| Name of Person on Bill (Bill Payer) | Credit Card Expiration Date |
| Billing Service Address | Credit Card Holder's Complete Address |
| DUSWM Account Number | Credit Card Holder's Full Name |
| Payment Amount | Credit Card Holder's Phone Number |
| DUSWM Jurisdiction Code: 3002 | Credit Card Holder's e-mail (for payment confirmation and on-line verification) |
| Paper & Pen to Write Down Confirmation # | |

Credit Card Payment Instructions:

By Phone:

- 1. If your service has been terminated, service will not be restored until DUSWM has received the payment from OPC, which may take 2-3 days.**
2. Call 1-800-2PAY-TAX (1-800-272-9829)
3. Choose Option # 3 – Property Tax and Other Payments
4. Input DUSWM Jurisdiction Code – 3002
5. To pay water and sewer bill – Press # 3
6. Follow the automated system's step-by-step instructions to complete transaction
7. Write down confirmation # for your records.
8. If payment is overdue, call DUSWM billing office at 301-600-2354 with confirmation number.

Payments will be posted to your DUSWM account within 72 hours from the time the credit card transaction is completed.

If your payment is overdue and your account is eligible for termination of service (60 days from original bill date), **you must call the DUSWM billing office at 301-600-2354 with the credit card payment confirmation number** to ensure your service will not be interrupted while your credit card payment is being transferred to DUSWM.

Credit Card Payments On-Line

On-Line credit card payment is available through Official Payments Corporation. To pay your bill with a credit card from American Express, Discover, Master Card or Visa, click on [ON-LINE CREDIT CARD PAYMENT](#). **If your service has been terminated, service will not be restored until DUSWM has received the payment from OPC, which may take 2-3 days.**

On-line Payment Through Your Bank Or Banking Service

When remitting payments through an on-line banking service, please use the DUSWM mailing address, 4520 Metropolitan Court, Frederick, MD 21704. Please allow additional time for the delivery and posting of these payments.

Payment with secured funds (cashier's check or money order) is required on outstanding balances 45 days or longer from original bill date. Payment by on-line bank check will not be accepted by DUSWM, and will be returned to sender

Recurring Electronic Fund Transfer (REFT)

DUSWM offers an alternative payment program that allows you to pay your bill automatically by having the payment electronically deducted from your personal checking or personal savings account.

By enrolling in this program, you:

- Save time by not writing a check for each bill
- Save money: no postage fees, no late payment fees, and no disconnection fees
- No longer worry about paying your bill while you are busy at home, or out of town on business or vacation
- Get the peace of mind of knowing your payments will ALWAYS be on time

DUSWM will continue to send you the quarterly bill statement by mail each billing period before your bill is due. You will know the exact amount of your payment and the exact date it will be deducted from your personal account.

To register in the REFT payment program with DUSWM, complete the application and return it to DUSWM with a voided bank check for personal checking account or a pre-printed deposit slip for personal savings account. The bank account number on the voided check or deposit slip will be the account from which your water/sewer charges will be paid.

Customers choosing to use REFT will have their direct debit arrangement confirmed on their water/sewer bill. When you receive your bill, look for a bill message that states the charges will be paid through direct debit. If the bill/bill stub does not reflect this message, the charges must be paid manually.

For more information on the REFT rules and regulations and obtain copy of REFT application, click on [RECURRING ELECTRONIC FUND TRANSFER](#).